

## Help Desk Manager

### About Forward Tech Solutions

Forward Tech Solutions, LLC (FTS) is a full-service IT support provider, reseller, and consultant in the Vail Valley that focuses on local small and medium sized businesses. Started in 2018, Forward Tech is growing fast and looking to establish itself as the go-to resource in the area for businesses to depend on for their IT needs. We focus on customer service and believe strongly in open and honest communications with our clients and integrity within our work.

### Help Desk Manager

FTS is looking for a full-time Help Desk Manager that will be the first line of defense on all incoming support tickets and technology issues from our clients and their end users. This position will be critical to FTS's success and providing a quality service product. The Help Desk Manager must have a wide-ranging technical skill set, with a focus on PC's, Windows, Mac's, and cloud services such as Office 365 and GSuite. Experience with switches, firewalls, wireless and overall networking is a plus. The person that fills this role must be task and detail oriented, while also being personable and able to effectively communicate with the client.

This position will report to the Lead Technician/Systems Administrator and have access to all other resources as required to get the job done. The right candidate will have the opportunity to learn all there is within the small business world of IT, and grow into a higher level, career position in the mountains with a balanced lifestyle.

### Job Duties and Expectations

- Manage the Help Desk Ticket Board as their primary responsibility
- Receive, respond to, and work incoming support tickets escalating to other resources as needed
- Maintain and create documentation for all clients and their networks
- Provide remote and onsite support - mostly Eagle County, some travel to surrounding counties required
- Training and continuous education of end users
- Project support and execution assistance under direction of Lead Tech/Sys Admin
- Light on-call support during designated times after-hours and weekends
- Monday through Friday, 8am-5pm work week, with possibility of flex schedule
- Candidate must be willing to have a background check done and must pass according to FTS's security standards
- Candidate must have reliable transportation and the ability to perform remote and onsite work
- Must be able to lift at least 50lbs and have basic skills to install electronic equipment onsite
- Work from home – must have adequate internet and office space to perform job as expected

### **Skills and Work Ethic**

- Knowledge and experience supporting small business IT systems such as, but not limited to: PC's, Mac's, Windows, Server OS, Android, iOS, Email, O365, GSuite, Active Directory, Networking, Wireless, Azure, Backup and Disaster Recovery, VOIP, cell phones, etc.
- Professionalism in all areas, including work ethic and communication
- Must be able to hold self-accountable and follow up to get job duties accomplished. We do not micro-manage.
- Problem solving and troubleshooting – find and resolve the root cause
- Documentation is critical
- Experience with ConnectWise suite of products is a plus
- Certifications and/or formal school training is a plus
- Must have a passion for helping people solve their IT issues, seeing tickets through to resolution

### **Pay and Benefits**

- \$50K to \$60K annual salary, depending on experience
- Must live in the Vail Valley, but position is Work from Home
- Two weeks accrued Paid Time Off
- Company sponsored retirement plan with percentage match
- \$300 monthly stipend for Health Insurance
- Employee discounts
- Tools required to do the job will be provided and owned by FTS
- Cell phone monthly stipend - \$50 per month (hot spot required)
- Training and school reimbursement upon approval
- Mileage and expense reimbursement

### **Apply Now**

If you are interested in this opportunity, please submit a cover letter expressing why you want this job and why you will be the best fit, along with your current resume tailored to this position.

Please send to [info@forwardtechsolutions.com](mailto:info@forwardtechsolutions.com).

Thanks for your time. We look forward to hearing from you.